

Application Serial No. 09/892,727  
Attorney Docket No. 60027.0018USUI/BS01040

**AMENDMENTS TO THE SPECIFICATION:**

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Please amend the specification as follows:

Please replace the paragraph that begins on line 22 of page 16 and ends on line 2 of page 17 with the following amended paragraph:

The method proceeds from step 422 to decision block 424. At decision block 424, a determination is made as to whether an identified problem can be remotely remedied. If the problem can be remedied, the method branches from decision block 424 to step 426. At step 426, the problem is remedied. The method then proceeds to step 428 and ends. It should be appreciated that between steps 426 and 428 the diagnostic software may be removed to conserve valuable memory resources.

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